Dynalink

GPRS Mobile Modem

Quick Setup Guide

WM1080A

Important - Before You Start

Prohibited areas
Do not use modem in areas where the use of mobile phones is prohibited. Examples of such areas are: hospital, petrol station, or on board an aircraft.

Emergency calls
This is a wireless device that uses radio frequency signals. Therefore a connection cannot be guaranteed under all conditions. Check with your network service provider for further details regarding emergency calls. Users should not solely depend on this mobile device for emergency communication.

Global roaming
Check with your network operator regarding using GPRS data roaming and CSD roaming overseas and make necessary prior arrangements before travel. This product is "dual band" GSM 900/1800 MHz. It is incompatible with the GSM 1900 MHz networks in North America.

To avoid damage to your SIM card or modem
- Never insert or remove SIM card when modem is connected to computer.
- Do not plug modem into computer with SIM slot cover open.
- Do not unplug modem from computer while the iTegno Mobile Office Suite software is running. Exit from the software before unplugging.

Minimum system requirements
- A valid SIM card suitable for use with the Vodafone New Zealand network.
- Windows 98, 98SE, ME, 2000 or XP.
- 15 MB disk space.
- CDROM drive.
- USB 1.1 compliant port.

Introduction

GPRS (General Packet Radio Services) is a new advancement of the GSM cellular network. This technology enables the user to make regular voice calls, send and receive data, or maintain Internet access anytime and anywhere. This is ideal for anyone who needs Internet access and mobility, both within New Zealand and overseas. When travelling overseas the greatest coverage is expected throughout Asian & European countries.

The main benefits of GPRS are:
- "Always on" mobile Internet connectivity, anywhere and anytime as long as you are within the cellular network coverage area with adequate signal strength.
- Send & receive files, e-mail, SMS or faxes.

- Charges are only for the amount of data you send and receive.
- Make regular voice calls.
- Roaming overseas.

Your GPRS modem enables you to enjoy all of the above. Even if your SIM card has not been enabled for GPRS, it is possible to use the modem as a GSM modem for dial-up Internet access, file transfer or faxing at up to 14,400 bps. In contrast to using a cell phone connected to your computer, the use of this modem truly delivers the "always on" connectivity benefit with GPRS. The modem can remain connected to the GPRS network whenever the computer is on.

Installation

This guide is intended to take you quickly through the installation. If you require a step-by-step guide with illustrations, insert the provided iTegno CDROM into the CD-ROM drive and double click ReadMeFirst-English.htm to view the user manual.

The next five sections are intended to guide you through modem installation and configuration:

Section 1 Install SIM card into the modem.
Section 2 Connect it to your computer and install the modem driver.

Either follow section 3, or section 4 depending on your needs:

Section 3 Install the iTegno Mobile Office Suite software. This software is optional if you intend to browse websites, use e-mail and fax. Install the software if you want to use phone book, SMS, and making or receiving voice calls via modem.

Section 4 If section 3 is skipped you must follow this section to set up Dial-up Networking in Windows correctly. At any time you still have the option of following section 3 to install the software.

Section 5 This section is optional. It refers to setting up to use GSM dial-up (CSD) if GPRS is unavailable.

1 SIM Card Installation

STEP 1: Ensure PIN protection on the sim card is disabled.

STEP 2: Insert SIM card. Close SIM slot cover. The cover must be closed for modem to operate properly.

STEP 3: Connect the provided USB cable to modem. Next follow the driver installation guide below.

2 *Connect modem to computer & install modem driver*

If you require a step-by-step guide with illustrations, insert the provided iTegno CDROM into the drive. Double click **ReadMeFirst-English.htm** to view the "Install iTegno WM1080A GPRS Modem Driver" pages.

WINDOWS XP

1. Insert the provided iTegno CDROM into the drive. Next plug the modem into the USB port of your computer.
2. System will report found new hardware. Select **Install the software automatically (Recommended) - Next**. When system pauses during installation click **Continue Anyway** to proceed with copying files. The process may take several minutes.
3. Click **Finish** to complete driver installation. Once you have successfully installed the driver in your computer, you will see a blinking light on your modem.

WINDOWS 2000

1. Insert the provided iTegno CDROM into the drive. Next plug the modem into the USB port of your computer.
2. System will report found new hardware. Click **Next** and select the option **Search for a suitable driver for my device (recommended)**. Click **Next** to proceed.
3. Tick the **CD-ROM drives** option. Click **Next - Next** and then **Yes** in response to the "Digital Signature Not Found" message. The system will start copying files and the process may take several minutes.
4. Click **Finish** to complete driver installation. Once you have successfully installed the driver in your computer, you will see a blinking light on your modem.

WINDOWS ME

1. Insert the provided iTegno CDROM into the drive. Next plug the modem into the USB port of your computer.
2. System will report new hardware found. Select **automatic search for a better driver (Recommended) - Next.** The system will start copying files and the process may take several minutes.
3. Click **Finish** to complete driver installation. Once you have successfully installed the driver in your computer, you will see a blinking light on your modem.

WINDOWS 98

1. Insert the provided iTegno CDROM into the drive. Next plug the modem into the USB port of your computer.

2. System will report new hardware found. Click **Next** to start the installation process. Select **Search for the best driver for your device (Recommended).** Click **Next** to proceed.
3. Tick the **CD-ROM drive** option. Click **Next** to continue. The system will start copying files and the process may take several minutes.
4. Click **Finish** to complete driver installation. Once you have successfully installed the driver in your computer, you will see a blinking light on your modem.

3 Install the iTegno Mobile Office Suite Software

The iTengo Mobile Office Suite provides an integrated environment for managing the phone book, SMS and voice calls via modem. If you do not wish to use these functions, you may go to section 4 and set up Dial-up Networking for Internet & e-mail.

SOFTWARE INSTALLATION:

1. Exit from all running Windows programs.
2. Insert the iTegno CDROM.
3. Double click **My Computer**.
4. Double click **iTegno WM1080A** (your CDROM drive).
5. Double click the folder **iTegno Mobile Office**.
6. Double click **Setup**.
7. Click **Next - Next - Next** to install the complete program features.
8. Click **Install** to begin the installation process.
   It may take several minutes to complete.
9. Click **Finish** on completion.

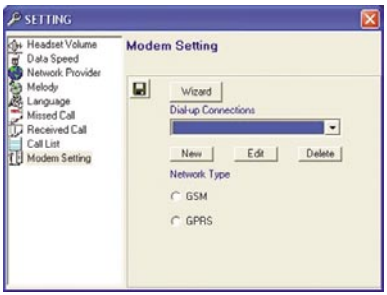
After successful installation, the icon **iTegno Mobile Office Suite** will appear on your desktop. Double click the icon to launch the application and set up a connection for modem.

SET UP CONNECTION FOR MODEM:

Double click on the icon **iTegno Mobile Office Suite** on your desktop to launch the application.

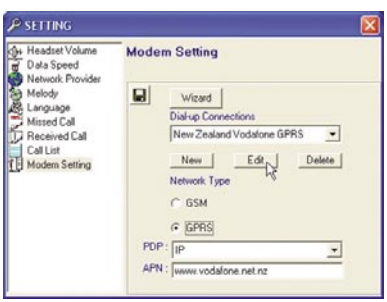
1. Click on the icon **Settings** on left hand side of menu.

2. Select **Modem Setting.**



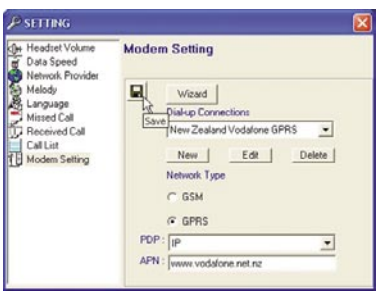
3. Click **Wizard** and select **New Zealand Vodafone GPRS** from the pull down list.

4. Click **Create**, then **OK** to confirm and then click **Close**. The default APN is www.vodafone.net.nz. Only if the network operator specifies a different APN, edit the new setting under APN by typing over the default.



5. Only if the network operator specifies a dial string other than ***99***1#** or ***99#**, click on Edit and enter new dial string under **Phone number**. Otherwise go to Step 6.

6. Click the Save button and then **OK** to confirm saving the setting.



A Dial-Up Networking icon for connecting to your GPRS network provider is created. The next section should be skipped.

4 Configure Windows Dial-up Networking

Skip this section if you have already followed through Section 3. Points to note:

1. Select **iTegno WM1080 Modem** if you have more than one modem available.

2. Authentication information is stored on your SIM card. When using Dial-Up Networking there is no need to enter user name and password. Leave these fields blank.

3. Use either ***99#** or ***99***1#** as phone number. ***99***1#** is the standard to use if you are roaming overseas.

4. Do not use dialling rule or area code because this is a direct connection to the cellular network. Double click on the connection icon and then select properties to ensure no dial modifiers are inserted.

WINDOWS XP

Go to **Control Panel - Network Connections**. Select **Create a new connection - Next**. Select **Connect to the Internet - Next - Set up my connection manually - Next - Connect using a dial-up modem – Next**.

Enter a name for the connection and click **Next**. Enter ***99#** as Phone number. In Internet Account Information page, leave user name and password as blank. Click **Next – Finish**.

WINDOWS 2000

Go to **Control Panel - Network & Dial-Up Connections**. Double click **Make New Connection** and then **Next**. Select **Dial-up to private network - Next**. Enter ***99#** into Phone Number. Do not select **Use dialling rules**, click **Next**. On the next screen select either "For all users" or "Only for myself" then **Next**. Enter a name for the connection and click **Finish**.

WINDOWS ME

Go to **Control Panel - Dial-Up Networking**. Double click **Make New Connection**. Enter a name for the connection. Select **iTegno WM1080 Modem** from the pull down list. Click Next to continue. On the next screen leave area code as blank, and enter ***99#** into Telephone Number. Then **Next - Finish**.

WINDOWS 98

Go to **My Computer - Dial-Up Networking**. Double click **Make New Connection**. Enter a name for the connection. Select **iTegno WM1080 Modem** from the pull down list, click **Next** to continue. On the next screen leave area code as blank, and enter ***99#** as Telephone Number. Then **Next - Finish**.

5 Set up modem to use GSM dial-up connection

This is often referred to as CSD (Circuit Switched Data). Compared with GPRS, the network operator charges CSD for the time used instead of traffic volume. CSD is usually a more expensive option to use than GPRS. If your SIM card has not been enabled for GPRS or GPRS is unavailable, set up modem according to the procedure in the next paragraph.

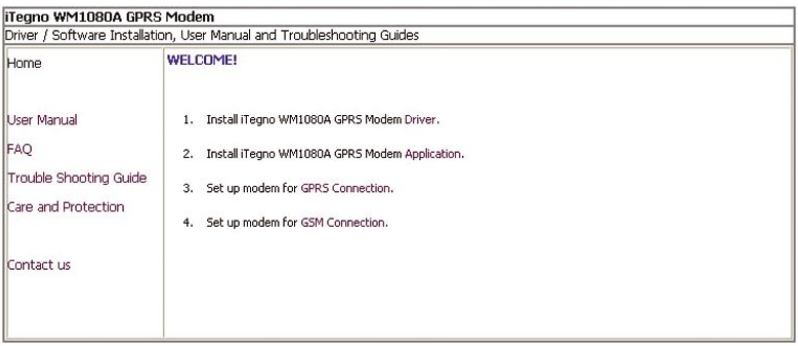
You must have an Internet access account with an ISP if you want to access Internet via CSD. In all aspects this is the same as using a landline except the call is going through the cellular network. If intended to use CSD overseas check with your network operator for CSD roaming before departure. To set up modem follow the same procedure as in section 4, but substitute parameters as in table below.

	GPRS	CSD
Phone number	*99# OR *99***1#	Your ISP's access number
User name	Leave blank	ISP specified user name
Password	Leave blank	ISP specified password

Documentation for Itegno Mobile Office Suite

A complete user manual is provided on the CDROM.

Insert the provided iTegno CDROM into the drive and double click **ReadMeFirst-English.htm**. Next click on **Click here** to start and then **User Manual** to view.


iTegno WM1080A GPRS Modem
Driver / Software Installation, User Manual and Troubleshooting Guides
Home
User Manual
FAQ
Trouble Shooting Guide
Care and Protection
Contact us
WELCOME!
1. Install iTegno WM1080A GPRS Modem Driver.
2. Install iTegno WM1080A GPRS Modem Application.
3. Set up modem for GPRS Connection.
4. Set up modem for GSM Connection.

6 Troubleshooting

The iTegno CDROM contains more troubleshooting tips for the iTegno Mobile Office Suite software.

Modem LED does not come on

Check that the USB cable is connected to both computer and modem. If necessary, disconnect the USB cable and reconnect. Reboot the computer.

Modem LED does not blink but remains solid

- Typically it takes 30 seconds for the modem to synchronise with the network.
- Check that the SIM card is inserted correctly and SIM slot cover is closed properly.
- Disable PIN protection of SIM card. You can check the status using your cellular handset.

No GPRS connection possible

Check that the modem LED blinks. Make sure the SIM card is GPRS enabled. If necessary, contact network operator to verify. Call 977 on your cellular phone to get Vodafone New Zealand to enable GPRS on the SIM card you will use in the modem.

Cannot make or receive voice calls via modem

This modem is voice capable. You need to run iTegno Mobile Office Suite software and use the earpiece provided with the modem.

Modem cannot be detected, or errors such as "hardware failure" come up when trying to use modem from another application

Check that the iTegno Mobile Office Suite software is not running when you use the modem with other applications. This includes running your browser or e-mail program. The iTegno software holds the communication port of the modem, thus making the communication port unavailable to other programs.

Cannot download e-mail from my ISP

If you are an Xtra customer, email can only be downloaded if you connect to Xtra directly. Your GPRS modem does not connect directly to Xtra, it connects to Vodafone. There are two workarounds:

- Go to Xtramail (web-based e-mail) from your browser and login as usual.
- Set up modem to use GSM dial-up to connect directly to Xtra and download e-mail. See section 5 Set up modem to use GSM dial-up connection.

Notes

Notes

Warranty

Dynalink Modems Ltd warrants this product against defects in materials and workmanship for a period of twelve months from the original date of purchase. We will, at our discretion, repair or replace the faulty unit, free of charge, provided it is returned to us with proof of purchase from an authorised dealer within the warranty period. Return delivery after repair will be paid for by Dynalink Modems Ltd within New Zealand. We reserve the right not to repair or replace goods that:

- have been mishandled, abused or not installed according to the guidelines as outlined in the instructions.
- have been subjected to a power surge from other equipment or other external factors.
- have been altered or modified.

Help

Always check that your hardware is installed correctly. Check our web site for the latest information and troubleshooting guide. If you have difficulties, contact Dynalink Technical Support for issues relating to router installation and operation:

Phone: 0800 653 962 (Mon-Fri, 9am-6pm)
Fax: 0800 503 962
Email: support@dynalink.co.nz
Web: www.dynalink.co.nz